

Conflict Resolution

Exercise

Analyzing a Conflict: Is It Worth Getting Into?

PURPOSE OF THE EXERCISE: To learn to analyze a conflict situation and decide what the real issues are and whether or not the conflict is worth working on.

INTRODUCTION: Often when a conflict arises, people deal with it on the spot without giving much thought to the situation or the unintended, unexpected consequences of the outcome.

WORKSHEET

Here is a way to help you examine a conflict by first thinking about how you feel about it and then considering whether it is worth working on at all.

Answer the questions below, considering a conflict that you may be facing or one that you are already engaged in. (You also may want to explore a past conflict for this analysis. If so, change the questions to the past tense.)

1. Briefly describe the conflict. State what it's about. _____

2. Who is involved? _____

3. What is the relationship between the people involved ? _____

4. What are your feelings about this situation? _____

5. What do you think the other person really wants? _____

6. How do you think that person feels? _____

7. What do you think the real issues are? _____

8. What do you think the other person thinks about that? _____

9. Describe in a few words what you said or did and what the other person said or did.

10. Consider the consequences—both positive and negative. What do you see as the outcome?

The last question to address is: “Are the potential consequences in either direction worth addressing?”

SUMMARY

Professionals who work in the field of conflict resolution generally believe that addressing a conflict in a positive and planned way will bring positive results. This exercise gives you a chance to analyze a conflict and look at it from your own as well as the other person’s perspective. Questions like these can help you decide how you want to proceed and whether the outcome is important enough for you to spend the time and effort to resolve the situation. Good luck!